

√ Do You Need Other Resources?

You may contact the U.S. EPA at 1.800.426.4791; the American Water Works Association (AWWA) at 1.800.926.7337; the New England Water Works Association (NEWWA) at 508.893.7979; the CT Section of the American Water Works Association (CTAWWA) at 203.757.1855; or the Department of Public Safety, Division of Homeland Security, at 1.866.HLS.TIPS for additional information.

In case of a chemical spill call the Department of Environmental Protection's Emergency Spill Reporting Unit at 860.424.3338 and then inform the DPH/DWD at 860.509.7333 (*after normal business hours, call 860.509.8000*).

Websites: You may access EPA's website on Water System Security Initiatives at www.epa.gov/safewater/security/; AWWA's Water Utility Security Resources at www.awwa.org/Advocacy/public_ep/index.cfm; NEWWA at www.newwa.org/; CTAWWA at www.ctawwa.org/; the Department of Public Safety, Division of Homeland Security at www.ct.gov/hls/; or the Information Sharing and Analysis Center at www.amwa.net/isac/index.html.

STATE OF CONNECTICUT

Department of Public Health
Bureau of Regulatory Services
Drinking Water Division
410 Capitol Avenue
MS #51 WAT, P.O. Box 340308
Hartford, Connecticut 06134-0308
860.509.8000 (DPH)
860.509.7333 (DWD)
860.509.7359 (fax)
www.dph.state.ct.us

Emergency Telephone Numbers:

Water System Response Team:
Contact Person: _____
Function: _____
Telephone #: _____
Cell Phone #: _____
Beeper #: _____

CT Department of Public Health
Drinking Water Division:
Working Hours #: **860.509.7333**
After Hours #: **860.509.8000**
www.dph.state.ct.us/BRS/Water/DWD

Local Police:
Emergency #: _____
Non-Emergency #: _____

State Police:
Emergency #: _____
Non-Emergency #: _____

Regional FBI:
Emergency #: _____
Non-Emergency #: _____

Local Health Department:
Contact Person: _____
Telephone #: _____
Cell Phone #: _____
Emergency #: _____
Email: _____
Website: _____

Water Systems Network:
(Neighboring water systems that can assist in emergency situations)
Contact Person: _____
Telephone #: _____
Cell Phone #: _____
Beeper #: _____
Email: _____

IS YOUR PUBLIC WATER SYSTEM SECURE?



A "Security Checklist" of
What to Do and Who to Call
for CT's Public Water Systems



- ✓ [*Emergency Preparedness and Security*](#)
has always been a vital part of managing a drinking water system. It is even more essential today. Is your system prepared for an emergency? Do you know who to call? *Don't wait until an emergency occurs to find out!*

The following outlines areas you should be thinking about to protect your public water system and the public's health.

✓ [*Do You Need Guidance?*](#)

The CT Department of Public Health (DPH), Drinking Water Division (DWD), in partnership with EPA, the New England Water Works Association, State Police/Homeland Security, local law enforcement, local health and water industry personnel, are preparing a "Water Security and Emergency Response" Handbook that establishes minimum water security standards and provides steps that must be taken following a water security breach or an emergency. The Handbook will be available soon.

✓ [*Is the System Vulnerable?*](#)

If your system serves more than 3,300 persons you must conduct a vulnerability assessment (VA) and submit it to EPA.

Whether or not you are required to conduct a VA, *you should check for system vulnerabilities*, e.g. wellhead, hydrants, manholes, pump house, and storage facilities. Be sure fencing and locks are in good condition. Make sure that all hydrants, manhole covers, valve covers and meters are securely locked. Refit vents and overflows pipes to prevent tampering. Do not leave gates, doors or covers open or unattended for any period of time.

Conduct routine inspections, at random hours, or install a video surveillance system.

✓ [*Are You Prepared?*](#)

Do you have an emergency response plan (ERP)? If your answer is "yes", is the plan *up to date*? If your system serves more than 3,300 customers you must have an emergency response plan prepared and submitted to EPA. Again, whether or not this is a requirement, prepare your ERP and be sure staff are both *aware of, and knowledgeable in*, the content of the ERP. They should receive training on what to do in case of an emergency.

✓ [*Do You Perform Background Checks on System Operators?*](#)

Systems should include a "background check" as part of their hiring process. Be sure visitors have proper identification, and sign in and out.

✓ [*Are Emergency Personnel /First Responders Familiar with the System?*](#)

Get to know your local police and ask them to add your facility to their routine rounds. Practice emergency response procedures with local police, emergency and public health officials.

✓ [*Are Emergency Numbers Accessible?*](#)

Be sure updated emergency 24-hour numbers are posted in highly visible areas, i.e. Pump house door, vehicles, office. Be sure key personnel and local response officials have these numbers.

✓ [*Does the System Have Adequate Security Devices?*](#)

Lock the caps of all active and inactive wells, including monitoring and test wells. Lock all doors, hatches, covers and entry gates to pits, vaults and buildings. Make sure all padlocks are protected from breakage or tampering. Do not leave keys in doors, equipment or vehicles at any time; set alarms to indicate illegal entry. Be sure there is good lighting around the pump house, storage facility, treatment facility and parking lot. Test your security system often, and consider upgrading if it is outdated.

The EPA has developed a Security Product Guide to assist treatment plant operators and utility managers in reducing risks and providing protection against natural disasters and intentional terrorist attacks.

Products evaluated in the Guide are applicable to distribution systems, wastewater collection systems, pumping stations, treatment., main plant site and remote sites, personnel entry, chemical delivery, and storage.

✓ [*Do You Have an Adequate Information Technology System\(s\)?*](#)

Access to electronic, computer, or other automated and remote security systems enhances your ability to respond effectively in an emergency. EPA's Security Product Guide describes various network intrusion detection devices, computer or other automated control systems, e.g., Supervisory Control and Data Acquisition (SCADA) systems.

✓ [*Is Your Contact Information Up to Date?*](#)

It is *important* to keep emergency numbers and email addresses *up to date!* Be sure your contacts *can contact you in an emergency!*

The DWD is currently undergoing initiation of a Wide Area Notification System or WANS. This nationwide system focuses on direct communication by voice messaging and "call received" verification. Once instituted, it will be even more important for you to *keep us informed!*

✓ [*Do You Know Who to Call?*](#)

In case of an emergency call 911. If the incident is "credible" be sure the first responder notifies the DPH's, DWD at 860.509.7333 (*after normal business hours, call 860.509.8000*).